



HIGH QUALITY MULTI-VENDOR HARDWARE REPAIR

- Repair services

Agilitas delivers Enterprise and Wintel server, storage, and networking repair services for multiple customers including OEMs, resellers, and industry leading service providers.

Our main differentiator is access to a vast array of server, storage, and networking systems, allowing full stress testing capability. A state-of-the-art repair facility at the Agilitas headquarters is setup to perform extensive test and component repair functionality.

Challenges

Due to our many years' experience in successfully delivering high quality repair services to our loyal customer base, we have built up strong relationships with them to help us understand the main repair challenges they face. These challenges often include...

- Delivering a high quality, high yield repair service against multi-vendor enterprise service inventory
- Reduce expenditure for replacement inventory
- Implement a repair loop program to deliver maximum availability on service inventory
- Systems with an inherent problem – Agilitas can arrange collection, test, repair and re-certification

Solution - the Agilitas difference

Agilitas will introduce a set of process and reporting procedures in line with the customer's requirements, these include the allocation of a single point of contact, escalation paths, full process visibility and a collection of bespoke performance reports. Companies will also benefit from the following repair service differentiators once they become a customer...

- 12 months warranty as standard – Extended warranty available on request
- High quality depot repair service that complements customers field service activity
- Reduce the total cost of ownership by extending the life of hardware and its serviceability
- Multi-vendor server, storage, and networking repairs across current and legacy products
- Quality, cost effective and service level driven service
- Minimises field service disruption by prioritising the critical inventory fulfilment
- Agilitas holds one of the most extensive ranges of test systems in Europe
- Test, repair and returns management service for field service inventory
- Data Erasure-as-a-service
- Test certificates and certificates of destruction provided
- Ball Grid Array – component level repair capability
- Qualified team of product engineers and technicians
- Failure analysis and service reporting
- Advanced exchange service available against selected products
- Expedited turnaround service available
- BER product disposed of in accordance with WEEE regulatory procedures

**For further information on how we can
help your business, get in touch**

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Benefits

- High quality depot repair service that complements customers field service activity
- Reduce total cost of ownership by extending the life of hardware and its serviceability
- Competitively priced multi-vendor server, storage, and networking repairs across current and legacy products
- Advanced exchange service available for critical requests
- Quality, cost effective and service level driven service
- Minimises field service disruption by prioritising critical inventory fulfilment
- Agilitas holds one of the most extensive ranges of test systems in Europe

Where we can assist

- Identifying the operational status of your returned products
- Helping reduce expenditure on replacement inventory
- Implementing a repair loop program to deliver maximum availability on your IT inventory
- If you have a system with an inherent problem we can arrange collection, test, repair and recertification

Service features

- Test, repair and returns management service for field service inventory
- Extensive multi-vendor server, storage, and networking repair capability
- Test certificates and certificates of destruction provided
- Ball Grid Array – component level repair capability
- Qualified team of product engineers and technicians
- Failure analysis and service reporting
- Advanced exchange service available against selected products
- Expedited turnaround service available
- No fix no fee
- Up to 12 months warranty provided against repaired and tested product
- BER product disposed of in accordance with WEEE regulatory procedures

Server	Storage			Networking
Acer	Tape drives:	Tape libraries:	Disk storage:	Cisco
DELL	- AIT	- ADIC	- DELL	HP
Cisco	- DDS/DAT	- DELL	- EMC	IBM
Fujitsu	- DLT/S-DLT/VS	- HP/Compaq	- HP/Compaq	
HP/Compaq	- Exabyte	- IBM	- IBM	
IBM	- IBM	- Oracle/Sun/STK	- Oracle/Sun/STK	
Oracle/Sun	- LTO	- Overland	- NetApp	
	- Oracle/Sun/STK	- Quantum	-Hitachi	



Competitively priced multi-vendor server, storage, and networking repairs across current and legacy products



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